



## Philadelphia Youth Network, Inc. Job Description

<b>Job Title:</b> Case Manager, Career Bridging		<b>Location:</b> Job Corps Life Science Institute: 2810 S. 20 <sup>th</sup> Street, Philadelphia PA	
<b>Division:</b> External Relations		<b>Department:</b> External Relations	
<b>Reports to:</b> Program Manager, Career Bridging		<b>Date Posted:</b>	
<b>Benefits:</b> <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	<b>Hours:</b> 37.5 per week  <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Intern	
<p><b>About PYN:</b></p> <p>The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit <a href="http://www.pyninc.org">www.pyninc.org</a>.</p> <p><b>Position Description: This position is grant funded from April, 2018 – June, 2019.</b></p> <p>The Case Manager is an essential role in the development of youth services for a new PYN pilot program, <i>Career Bridging</i>, funded via Philadelphia Works' <i>Employment Connections for Opportunity Youth</i> grant, serving youth and young adults who are transitioning out of the School District of Philadelphia's Career Technical Education (CTE) Healthcare related programs. The <i>Career Bridging</i> program will serve 55 young people over the course of 18 months.</p> <p>Throughout this program period, the Case Manager will support participants by focusing on employment, education, and/or supportive services needed to succeed in gaining skills and entering a viable career pathway, through providing case-management and referrals to existing services.</p> <p>The Case Manager is responsible for building positive and supportive relationships with participants in Career Bridging Program. The Case Manager is accountable for implementing a multi-faceted approach to providing youth with work experience or educational opportunities, career exploration to health care focused jobs, and/or connection to supportive services. The Case Manager's role will include: assessment,</p>			

referral, follow-up, monitoring and emotional support. The Case Manager's work responsibilities span the following general areas:

- Conduct recruitment and intake efforts
- Develop Individualized Service Strategy (ISS)
- Case management services
- Access to Wrap-Around Services

This position will sit off-site at Job Corps Life Science Institute at 2810 S. 20<sup>th</sup> Street, Philadelphia PA 19145 and will travel to PYN at least once a month.

**Essential Functions:**

- **Program Support**
  - Work closely with Program Manager to implement the Career Bridging program, coordinating with core partners including the School District of Philadelphia and Job Corps Life Science Institute
  - Assist with facilitation of Job Readiness training
  - Assist with tracking youth job readiness and occupational skills training attendance
  - Support Program Manager with participant work experience matching and placement
  - Attend all organizational meetings and trainings
  - Maintain necessary and required databases
  - Support required reports to funder
  - Support activities related to funder compliance visits
- **Recruitment and Intake Efforts**
  - Provide intake services through an asset-based trauma-informed approach by assessing potential participants' basic skills, work-readiness, career interests, personal strengths, social and civic involvement, and supportive service needs.
  - Conduct assessments, orientations and onboarding efforts for youth participants
  - Establish relationship with participant, and family members when necessary, providing emotional support
- **Develop and Support an Individualized Service Strategy (ISS)**
  - Ensure all participants have a completed ISS, which is a living document that changes over time, with the goal of developing, implementing, and revising the plan with participants.
  - Outline participant priorities and structure the delivery of all services and supports to achieve goals
  - Include relevant and timely assessment information, including individual youth participant preference, abilities, and needs
  - Use principles of community inclusion and self-determination while fostering progress in both educational and employment opportunities
  - Promote & stimulate program participants through the development of youth-centered services and activities

- **Case Management Services**
  - Refer youth to the appropriate services based on the ISS
  - Maintain youth participant records by reviewing case notes, data, and logging progress reports into necessary databases
  - Monitor youth participants by verifying participants' attendance, observing and evaluating participants' participation in services, and intervening when necessary
  - Communicate progress of youth participants to both youth and Project Manager
  - Prepare youth participant transition by reviewing and amplifying termination strategy through a strengths-based approach
  
- **Access to Wrap Around Services**
  - Foster the emotional, psychological, mental, and physical well-being of youth participants
  - Address crisis-oriented stressors to ensure youth participants are prepared for success within project services
  - Foster learning, self-improvement, and self-actualization strategies for all youth participants through guidance and modeling to participants
  - Assess mental health risks and level of care needs

Other duties as assigned

**Required Education, Experience & Skills Required:**

- A Bachelor's Degree in social work is preferred but will consider a combination of post-secondary education plus direct case management experience in youth services field.
- 2+ years' experience in direct service programming
- An understanding/or experience in of the Philadelphia Healthcare industry and sector preferred
- Knowledge of Temporary Assistant for Needy Families (TANF) funding stream and eligibility requirements
- Demonstrated success engaging systems and/or individuals
- Knowledge of local and national education reform and workforce development strategies
- Ability to provide excellent customer service
- Ability to design and implement systems necessary to gather, maintain and analyze statistical data and generate reports
- Ability to develop and implement micro and macro level interventions
- Excellent oral and written communications skills, supported by a strong ability to use technology
- Demonstrated ability to manage multiple projects in a high-paced environment which includes being highly self-motivated and disciplined; able to take ownership and drive projects through to completion
- Ability to convene and motivate teams and diverse populations
- Must be highly flexible and adaptable
- Strong organizational, analytical, critical thinking and problem-solving skills
- Skill in the use of personal computers, related software applications and ability to integrate technology into operations
- Experience in workforce development, youth development and/or urban education issues preferred
- Familiarity with PYN initiatives is preferred, but not required

**Work Environment**

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The employee is occasionally exposed to a variety of extreme conditions at job sites. The noise level in the work environment and job sites can be loud.

**Travel**

Travel is primarily local and occurs during the business day throughout the City of Philadelphia and the surrounding counties to various worksite locations via walking, public transit and on occasion personal vehicle. Frequent travel may occur during program operating months.

**Physical Demands**

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee regularly communicates with business professionals at all levels and youth who are seeking employment in the WorkReady Program. Employee must be able to exchange accurate information in a variety of situations. The employee frequently moves about inside the office as well as outside while travelling to enrollment session sites and partner schools. Frequently operates a computer and other office equipment such as copy machine, printers, telephone, etc.

**Work Authorization/Security Clearance:** Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

**Other Duties** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.